



**Membertou**  
*Trade &  
Convention  
Centre*

**Job Title: Box Office & Administration Coordinator**  
**Department: MTCC – Sales and Administration**  
**Reports To: General Manager**

The Box Office & Administration Coordinator is responsible for attending to box office sales and providing front desk administrative support for the Membertou Trade and Convention Centre. A guest's first impression of our facility and our quality of service may be based upon their interactions with you! Being courteous, knowledgeable, helpful, and professional are key aspects of this role.

**Duties and Responsibilities:**

- Develop and maintain a thorough knowledge of the services, facilities and features of the convention centre in order to provide information in a “Sales Conscious” manner in response to customer inquiries.
- Be thoroughly knowledgeable and proficient to handle inquiries from all segments within the revenue stream for MTCC so as to best delegate the inquiry to the appropriate sales associate or department.
- Oversee the day-to-day operations of the Box Office.
- Assist with sales tasks including but not limited to obtaining detailed information from prospective customer phone calls and relaying/inputting this information into event planning software, in order to assist the Sales Team.
- Assist with administrative duties including accounts receivable billings, purchase order preparation and invoice approvals and to assist the General Manager with collections of Accounts Receivable by performing follow up calls to accounts receivable clients to expedite the collection of due accounts.
- Be thoroughly knowledgeable of conference and catering set up styles and various food service, beverage services, etc...so as to assist the catering teams whenever required.
- Ensure that all communications with customers and co-workers are courteous and professional.
- Amend all issued BEO's in an accurate and timely manner as new information is received from the Sales Team, design floor plans for events using the appropriate software, and ensure that all affected departments receive the latest revised of the BEO's and floor plans.
- Verify posted charges on a daily basis in order to change the BEO to completed status and process for billing to the client.
- Assist with the preparation and issuing of all materials for the weekly BEO meetings.
- Assist with preparing room signs for meetings, and for booking security, janitorial services, laundry services, snow removal, and parking restriction signage/pilons, as required for MTCC events.
- Required to occasionally assist with event set up and decorating, food and beverage service, and other event duties as assigned by Management.
- Assist the Manager with collection, tracking and reporting of data as required for MTCC reporting.
- Maintain a professional appearance at all times, wearing appropriate attire as directed by MTCC management.
- Responsible for creating a positive guest experience. Smile and be helpful and friendly when encountering any guests to the MTCC.
- Attend BEO meetings and ensure all updates are made and questions from other departments are followed up on.
- Assist with ensuring the sales binder is up to date and accurate.
- Responsible for promoting teamwork among co-workers and taking initiative to ensure that all guest needs are met.
- Adhere to all Company policies.
- Maintaining adequate office supplies, print and stationary supplies.
- Coordination and representation of the MTCC Quality Assurance initiatives.
- All other duties as assigned by MTCC management.

**Other Duties & Responsibilities:**

- Maintain positive relationships with Membertou's Internal and External Customers, ensuring transactions or information received on behalf of the Band and/or its members are kept confidential.
- Maintain and improve Membertou's Quality Management System as it relates to job related duties and and/or department.
- Other department related duties as required by the Director.

**Skills & Qualifications:**

- Minimum 2 years of previous experience in a sales or administrative assistant role is required.
- Previous food and beverage experience is required.
- Experience in event coordination is required.
- Strong administration skills are required.
- Post-secondary certificate, Event Management is an asset.
- Previous experience in credit and collections would be an asset.
- Must be proficient in using a computer and must be strong in using Word, Excel. Knowledge of seating plan software, such as Visio and event booking software booking is an asset.
- Must have excellent time management skills and be able to perform multiple tasks efficiently, organizing work based on business requirements.
- Must be competent in handling cash and electronic POS payments
- Must possess outstanding, proactive guest service skills, professional presentation and excellent communication and interpersonal skills.
- Friendly, enthusiastic, and have a sales oriented personality.
- Work well under pressure and as part of a professional team.
- Must be accountable and have the ability to work under own initiative.
- Must be available for flexible work hours, as required to meet business needs, which may include work on holidays, weekends, evenings and early mornings.
- Valid driver's license and own transportation required.
- Ability to lift up to 25kg.

**To Apply:**

Submit your cover letter and résumé to:

Membertou Human Resources Department  
Attention: Richard Stevens  
111 Membertou Street  
Membertou, NS B1S2M9

Or via E-mail to:

[jobs@membertou.ca](mailto:jobs@membertou.ca)

**DEADLINE FOR APPLICATIONS: September 30, 2021**

Only those applicants selected for an interview will be contacted.